



## Project Charter: Menu Tablets

DATE: [27/06/23]

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### Project Summary

Sauce & Spoon would like to launch a pilot rollout of tabletop menu tablets at two of our restaurant locations, Sauce & Spoon North and Sauce & Spoon Downtown. That way, guests can place their orders on the tablets as soon as they arrive at the restaurant, rather than waiting for a server to attend to them.

### Project Goals

At the beginning of the second quarter (Q2):

- Add the tablets to the two planned locations to improve order times.

At the end of the second quarter (Q2):

- Increase the variety of products sold by adding appetizers as a suggestion on the menu or by promoting certain main dishes, by an average of 15%.
- Reduce our average table change time by 30 minutes to serve more people.
- Increase our average daily number of guests by 10%.
- Reduce food waste by 25%

### Deliverables

- Getting the correct digital menu tablets.
- Employees need to have a training program.
- Adapt the POS system and guest management software successfully.
- Analyze the data to give a valid count of food loss.
- Improve customer satisfaction.
- Raise check value from \$65 to \$75 to increase the revenue

## Scope and Exclusion

### In-Scope:

- Suggesting certain menu items and giving discount coupons to promote them.
- The launch of digital menu tablets will allow customers to order quickly and easily.
- Allow customers to modify their order from the tablet.
- Increase the kitchen staff.
- Measure and improve kitchen staff satisfaction.
- Develop a training program for all restaurant staff.

### Out-of-Scope:

- Change the return policy.
- Create a delivery application

## Benefits & Costs

### Benefits:

- All employees become experts in the new system.
- Increase in customer satisfaction with new ordering systems.
- Improved reputation and revenue.
- A better mix of products is used.
- Reduction of food waste.

### Costs:

- Training personnel cost: \$10,000
- Software and hardware implementation at both locations: \$30,000
- Maintenance till EOY: \$5,000
- Website update and redesign: \$5,000
- Software customization cost: \$550

## Appendix:

- Misalignment 1: The reallocation of payroll to distribute more towards the kitchen. In discussing this with Deanna, it was agreed to expand the capacity of the kitchen, increasing the staff with two part-time kitchen helpers.
- Misalignment 2: Gilly doesn't think it's right to change the return policy, so the team decides to discuss the return policy on their end, since it's not part of the project scope.
- Misalignment 3: Peta is not sure if it is appropriate to measure the satisfaction of the kitchen staff, so the team will give details on how to do it, if this

information is reasonable, then it may be part of the scope.

- Misalignment 4: Peta disagrees with adding decreasing customer wait times as a separate goal. Deanna is okay with removing this goal, as long as Peta can demonstrate that customer wait time decreases along with table time.
- Misalignment 5: Deanna wants to add the decrease in table time to the goals, after discussing it, it is confirmed that it is part of the project goals.
- Misalignment 6: Alex and Gilly mention that snacks and drinks add value. After our discussion, we have agreed to meet the goal of 15% for appetizers.